



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Kumar et al.

Art Unit: 2171

Serial No.: 10/723,742

Examiner: Unknown

Filed

: November 26, 2003

Title

: COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER

USER INTERFACE

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

TRANSMITTAL

The following correspondence relating to this application is enclosed for filing:

- 1. Information Disclosure Statement;
- Form PTO-1449; and 2.
- 3. Two Return Postcards.

Please date stamp and return the enclosed postcards.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Mart 18 2004

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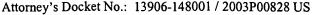
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Signature

Heidi Bathrick

Typed or Printed Name of Person Signing Certificate







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INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449.

This statement is being filed within three months of the filing date of the application or before the receipt of a first Office action on the merits. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: March 18, 2004

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Signature

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| Sheet | 1 | of | 1 |
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Substitute Form PTO-1449

U.S. Department of Commerce Patent and Trademark Office

Attorney's Docket No. 13906-148001

November 26, 2003

Applicant

Filing Date

Application No. 10/723,742

Information Disclosure Statement by Applicant (Use several sheets if necessary)

Applicant Kumar et al.

Group Art Unit 2171

(3**% 2**FR §1.98(b)

| U.S. Patent Documents | | | | | | | |
|-----------------------|--------------|--------------------|---------------------|------------------|-------|----------|----------------------------|
| Examiner Initial | Desig. ID | Document Number | Publication Date | Patentee | Class | Subclass | Filing Date If Appropriate |
| | AA | 6,330,243 | 12/11/2001 | Strandberg | | | |
| | AB | 6,370,563 | 04/09/02 | Murakami et al. | | | |
| | AC | 10/366,644 | N/A | Lueckhoff | | | 02/13/03 |
| | AD | 10/366,674 | N/A | Lueckhoff | | | 02/13/03 |
| | AE | 10/738,620 | N/A | Lueckhoff et al. | | | 12/16/03 |

| Foreign Patent Documents or Published Foreign Patent Applications | | | | | | | | |
|---|--------|----------|-------------|---------------|-------|----------|-------|--------|
| Examiner | Desig. | Document | Publication | Country or | | | Trans | lation |
| Initial | ID | Number | Date | Patent Office | Class | Subclass | Yes | No |
| | AF | | | | | | | |

| Other Documents (include Author, Title, Date, and Place of Publication) | | | | |
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